

June 2, 2020

BY ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888

RE: Docket 4770 – Application of The Narragansett Electric Company d/b/a National Grid for Approval of a Change in Electric and Gas Base Distribution Rates

<u>Low-Income Monthly Report – April 2020</u>

Dear Ms. Massaro:

On behalf of National Grid, I have enclosed an electronic copy² of the Company's Low-Income Monthly Report for April 2020 in the above-referenced docket.

Thank you for your attention to this matter. If you have any questions, please contact me at 781-907-2121.

Very truly yours,

Raquel J. Webster

Enclosure

cc: Docket 4770 Service List Linda George, Division John Bell, Division Al Mancini, Division Christy Hetherington, Esq. Leo Wold, Esq.

¹ The Narragansett Electric Company d/b/a National Grid (National Grid or the Company).

² Due to the COVID-19 Pandemic emergency period, the Company is providing a PDF version of the above-referenced transmittal. The Company will provide the PUC with a hard copy and, if needed, additional hard copies at a later date.

	OTHER REPORTS - MAPPING		DATA SOURCE	GLOSSARY
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1		General Residential Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	Calculated	Line 1.a+1.b
1.a	Credit and Collections Activity Report line 1	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	CCAE Query	Number of accounts that are (1) service accounts, (2) in an "active" or "pending final" status, and (3) coded "R" in the 02/01 billing account table in the CD-RES-COMM field. Note, if there is an active religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-COMM will be set to "C" regardless of the rate class. Thus, churches are not included in this residential reporting.
1.b		Number of FINAL Residential Accounts, includes discount rate and AMP accounts	CCAE Query	Number of accounts that are (1) service accounts, (2) in an "final" status, and (3) coded "R" in the 02/01 billing account table in the CD-RES-COMM field. Note, if there is an active religious special notation (on the 04/51 table with a value of 056, 058) for an account, the CD-RES-COMM will be set to 'C' regardless of the rate class. Thus, churches are not included in this residential reporting.
2	Credit and Collections Activity	Total Billed, does not include ESCO Average active residential account bill (line 2 / line 1.a)	Page Center Rpt (NECO RP 82) Calculated	Dollars billed to residential accounts in the reporting month, excluding ESCO commodity charges Line 2 divided by Line 1.a
3	Report line 2		PageCenter Rpt CN778	
4		Total Receipts		All payments for Active and Non-Active Accounts- 60/40 allocation
6		Total Number of Accounts Protected through SPECIAL PROTECTIONS Number of Standard Accounts Protected	Calculated Calculated	Sum of lines 6 and 7 Sum of lines 6.a through 6.f
6.a 6.b		Elderly Infant	CCAE Query CCAE Query	Number of standard active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly) Number of standard active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant)
6.c		Handicapped	CCAE Query	Number of standard active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). Note that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities. Number of standard active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare). Note: CHC code 35 is
6.d		Welfare	CCAE Query	not used in practice, as all welfare is by definition low income.
6.e		Unemployed Seriously ill	CCAE Query CCAE Query	Number of standard active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed) Number of standard active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code
5.f 7		Number of Low-Income Accounts Protected	Calculated	Sum of lines 7.a through 7.f
7.a 7.b		Elderly Infant	CCAE Query CCAE Query	Number of low-income active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly) Number of low-income active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant)
		Handicapped	CCAE Query	Number of low-income active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). Note
7.c		**		that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities. Number of low-income active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare).
7.d		Welfare	CCAE Query	Note: CHC code 35 is not used in practice, as all welfare is by definition low income.
7.e		Unemployed	CCAE Query	Number of low-income active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed)
7.f		Seriously ill Delinquency (includes Active and Pending final accounts)	CCAE Query	Number of low-income active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code
8		Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	Calculated	Line 8.a + 8.b
8.a		Number of accounts reported above that have an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA
8.b		Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of	CCAE Query Calculated	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA Line 9.a + 9.b
9 9.a		a bill Dollar Value of accounts reported above that have an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA
9.b		Dollar Value of accounts reported above without an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA
10		Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated	Line 10.a + 10.b
.0.a .0.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA
		Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of	Calculated	Line 11.a + 11.b
.1 .1.a		a bill Dollar Value of accounts reported above that have an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA
1.b		Dollar Value of accounts reported above without an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA
		Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 12.a + 12.b
12.a		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CAE Query CCAE Query	Line 12.a + 12.b Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA
12.a 12.b		Number of accounts reported above that have an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA
12.a 12.b 13 13.a		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported on above that have an active DPA	CCAE Query CCAE Query Calculated CCAE Query	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA
12.a 12.b 13 13.a 13.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported on above that have an active DPA Dollar value of accounts reported above without an active DPA Total Number of delinquent accounts	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CCAE Query Calculated	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a + 14.b
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12.a 12.b 13 13.a 13.b 14 14.a 14.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported on above that have an active DPA Dollar value of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above that have an active DPA	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CCAE Query Calculated Calculated	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Une 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a + 14.b Sum of lines 8.a, 10.a, and 12.a Sum of lines 8.b, 10.b, and 12.b Line 15.a + 15.b
12.a 12.b 13.a 13.a 13.b 14.a 14.a 15.1 15.a		Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported above without an active DPA Dollar value of accounts reported above without an active DPA Total Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Dollar Value of accounts reported above without an active DPA Dollar Value of accounts reported above without an active DPA Dollar Value of accounts reported above without an active DPA	CCAE Query CCAE Query Calculated CCAE Query CCAE Query Calculated	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a + 14.b Sum of lines 8a, 10, a, and 12.a Sum of lines 8b, 10, a, and 12.b Line 15.a + 15.b Sum of lines 9.a, 11, a, and 13.a Sum of lines 9.b, 11b, and 13.b
12.a 12.b 13.a 13.b 14.a 14.b 15.a 15.b		Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported on above that have an active DPA Dollar value of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CAE Query Calculated Calculated Calculated Calculated Calculated Calculated	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a. + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a. + 14.b Sum of lines 8.b., 10.b, and 12.b Line 15.a. + 15.b Sum of lines 8.b., 10.b, and 12.b Line 15.a. + 15.b
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12.a 12.b 13.3 13.a 13.b 14.4 14.b 15.b 15.a 15.b 16.6 17		Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Dollar Value of declinquent accounts with oldest arrivers aged 90+ Days after issuance of a bill Dollar value of accounts reported on above that have an active DPA Dollar value of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above that have an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CAE Query Calculated CCAE Query Calculated CCAE Query Calculated COIL Agency Performance Report CCAE Query CCAE Query CCAE Query CCAE Query	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a + 14.b Sum of lines 8.a, 10, a, and 12.a Sum of lines 8.b, 10.b, and 12.b Line 15.a + 15.b Sum of lines 9.b, 11b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Line 15 + 15.c Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a start date in the reporting month The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "October Rule payment plans Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2
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12.a 12.b 12.b 13 13 13 13.a 13.b 14 14.a 14.b 15 15 16 17 18 19 20 21 21.c 21.d 22.d 22.d 22.d 22.d 22.d 22.d 22.d	DKT 1725 line 8 DKT 1725 line 6; Credit and Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4	Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported above without an active DPA Dollar value of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above without an active DPA Total Dollar value of delinquent accounts Number of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts Teported above without an active DPA Total Dollar Value of accounts Total Dollar Value of uncert accounts Total Active and Pending Final A/R Collection Agencies Number of cases referred to collection agencies Payment Plans Number of acses referred to collection agencies Number of new payments plans, not including AMP Number of payment plans defaulted Number of Active Step-plan agreements Number of Active Step-plan agreements Number of Company issued non-Step plans Number of Company issued non-Step plans Number of regulatory order non-Step plans Number of Accounts Sent Notice of Disconnection for non-payment Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment to total Residential Customers Average balance of Service Disconnections for non-payment to total Residential Customers	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CCAE Query CCAE Query Calculated Calculated Calculated Calculated Calculated Calculated Calculated Calculated Calculated CCAE Query Color Query Color Query CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 14.b Sum of lines 8.a, 10, a, and 12.a Sum of lines 8.b, 10.b, and 12.b Line 15.a + 15.b Sum of lines 9.b, 11.b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Line 15.a + 15.b Sum of lines 9.b, 11.b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Line 15.a + 15.b Count of unique residential account numbers refered to tier 1 collection agencies Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a start date in the reporting month The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "October Rule payment plans Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E) or (E)2 count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E) or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E) or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E
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12.a 12.b 13.a 13.b 14.b 15.b 15.a 15.b 15.a 15.b 12.c 22.c 22.d 24.b 224.c 225.a 225.a	DKT 1725 line 6; Credit and Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 4	Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported above without an active DPA Dollar value of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above without an active DPA Total Dollar value of accounts reported above that have an active DPA Number of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of current accounts Total Dollar Value of reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts PPA Total Dollar Value of GPA Total	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CCAE Query CCAE Query Calculated Calculated Calculated Calculated Calculated Calculated Calculated Calculated Calculated CCAE Query Color Query Color Query CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a + 14.b Sum of lines 8.a, 10, a, and 12.a Sum of lines 8.b, 10.b, and 12.b Line 15.a + 15.b Sum of lines 9.b, 11.b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Line 15.a + 15.b Sum of lines 9.b, 11.b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Line 15.a + 15.c Count of unique residential account numbers refered to tier 1 collection agencies Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a start date in the reporting month The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "October Rule payment plans Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.
12 12.a 12.b 13.a 13.b 14.1 14.a 14.b 15.a 15.a 16.1 17 18 19 20 21 21.c 21.c 22.c 22.d 24.c 24.d 24.c 25.b	DKT 1725 line 6; Credit and Collections Activity Report line 5; DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 9; Terminations and Reconnects Report DKT 1725 line 4 Terminations and Reconnects Report DKT 1725 line 4 Terminations and Reconnects Report Terminations and Reconnects Report Terminations and Reconnects Report Terminations and Reconnects Report Terminations and Reconnects	Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA Dollar Value of elienquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported on above that have an active DPA Total Number of delinquent accounts Number of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above that have an active DPA Total Ollar Value of delinquent accounts Number of accounts reported above that have an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of current accounts Total Active and Pending Final A/R Collection Agencies Number of cases referred to collection agencies Payment Plans Number of repayment plans, not including AMP Number of new payments plans, not including AMP Number of payment plans defaulted Number of active payment agreements Number of Company issued non-Step plans Number of Company issued non-Step plans Number of Company issued non-Step plans Number of regulatory order non-Step plans Number of Fervice Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment to total Residential Customers Average balance of Service Disconnections for non-payment and accounts with NO special protection Average balance of Service Disconnections for non-payment and accounts with NO special protection Average balance of Service Disconnections for non-payment and accounts with NO special protection Average balance of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CCAE Query Calculated CCAE Query Calculated CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Une 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Une 14.a + 14.b Sum of lines 8.b, 10.b, and 12.a Sum of lines 8.b, 10.b, and 12.b Sum of lines 8.b, 10.b, and 12.b Sum of lines 9.b, 11.b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Une 15.a + 15.b Count of unique residential account numbers refered to tier 1 collection agencies Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a start date in the reporting month Count of active non-AMP payment plans with terms adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 count of active non-AMP payment plans with terms adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of
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	OTHER REPORTS - MAPPING		DATA SOURCE	GLOSSARY
	OTHER REPORTS - MIAPPING		BAIAGONEL	GL033ATT
		Number of Service Restorations within 7 days of termination on accounts WITH a special	CCAE Query	The number of accounts included above WITH a special protection as listed on lines 5 and 6
26.b	Report line 9; Terminations and Reconnects Report	protection	ed a garry	The number of decounts included above 11111 o special protection of sixed of times 3 and 0
27	Terminations and Reconnects	Average balance of of service restorations	CCAE Query	Sum of balances at time of restoration divided by the number of restorations
27.a	Report	Average balance of of service restorations on accounts with NO special protection	CCAE Query	The average balance of accounts included above with NO a special protection as listed on lines 5 and 6
27.b	Terminations and Reconnects Report	Average balance of of service restorations on accounts WITH a special protection	CCAE Query	The average balance of accounts included above WITH a special protection as listed on lines 5 and 6
28		Average duration of service disconnection for Service Restorations within 7 days of termination	CCAE Query	Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 24 are averaged
29		Write-Offs Number of Accounts Classified as Written-Off	Calculated	Line 29.a + 29.b
29.a		Number of Residential Accounts Classified as Written-Off	CCAE Query	Number of accounts that moved from final to write-off status in the reporting month
29.b	DKT 1725 row 10 had res and	Number of Commercial and Industrisal Classified as Written-Off	CCAE Query Calculated	Number of accounts that moved from final to write-off status in the reporting month Line 30.a + 30.b
30 30.a	com combined	Dollar Value of Accounts Classified as Written-Off Dollar Value of Residential Accounts Classified as Written-Off	CCAE Query	Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month
30.b	DUT ATOM	Dollar Value of Commercial and Industrisal Classified as Written-Off	CCAE Query	Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month
31	DKT 1725 row 11 had res and com combined	Dollar Value of write-off recoveries	Calculated	Line 31.a + 31.b
31.a 31.b		Dollar Value of Residential write-off recoveries Dollar Value of Commercial and Industrisal write-off recoveries	CCAE Query CCAE Query	Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month
32	DKT 1725 row 12 had res and com combined	Dollar value of NET A/R Write-Offs	Calculated	Line 30 minus line 31.
32.a	com combined	Dollar Value of Residential NET A/R Write-Offs	CCAE Query	Line 30.a minus line 31.a
32.b		Dollar Value of Commercial and Industrisal NET A/R Write-Offs Low Income Discount Rate	CCAE Query	Line 30.b minus line 31.b
33 33.a		Number of Low-Income Accounts Number of Accounts (no rider)	CCAE Query	Line 33.a + 33.b Number of accounts on a low-income rate and having NO active rider
33.b 34		Number of Accounts (with rider) Percent of customers on the low-income discount	CCAE Query Calculated	Number of accounts BOTH on a low-income rate and having an active rider Line 33 divided by line 1.a
35		Total receipts	CCAE Query	All payments posted to low income accounts during the reporting month
36 36.a		Total receipts paid by LIHEAP Total receipts paid by Regular LIHEAP	Calculated CCAE Query	Line 36.a + 36.b Subset of line 35 with a source code of Regular LIHEAP
36.b 37		Total receipts paid by Crisis LIHEAP Total number of customers receiving a LIHEAP payment for the month	CCAE Query CCAE Query	Subset of line 35 with a source code of Crisis LIHEAP Number of accounts coded low income to which a LIHEAP payment posted during the reporting month
38		Total billed	CCAE Query	Subset of line 1 attributed to low-income accounts
		Delinquency Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after	Calculated	Line 39.a + 39.b
39 39.a		issuance of a bill Number of accounts reported above that have an active DPA	CCAE Query	Accounts on a low-income rate with oldest debits aged between 30-59 days HAVING an active DPA
39.b		Number of accounts reported above without an active DPA Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after	CCAE Query	Accounts on a low-income rate with oldest debits aged between 30-59 days having NO active DPA
40		issuance of a bill	Calculated	Line 40.a + 40.b
40.a 40.b		Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of total A/R on accounts reported in line 39.a Dollar value of total A/R on accounts reported in line 39.b
41		Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated	Line 41.a + 41.b
41.a 41.b		Number of accounts reported above that have an active DPA	CCAE Query CCAE Query	Accounts on a low-income rate with oldest debits aged between 60-89 days HAVING an active DPA Accounts on a low-income rate with oldest debits aged between 60-89 days having NO active DPA
		Number of accounts reported above without an active DPA Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after		Accounts on a row-income rate with oldest debits aged between 60-89 days having NO active DPA Line 42.a + 42.b
42 42.a		issuance of a bill Dollar value of accounts reported above that have an active DPA	CCAE Query	Dollar value of total A/R on accounts reported in line 41.a
42.b		Dollar value of accounts reported above without an active DPA Number of low-income delinquent accounts with oldest arrears aged 90+ Days after	CCAE Query	Dollar value of total A/R on accounts reported in line 41.b
43		issuance of a bill	Calculated	Line 43.a + 43.b
43.a 43.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Accounts on a low-income rate with oldest debits aged 90 or older days HAVING an active DPA Accounts on a low-income rate with oldest debits aged 90 days or older having NO active DPA
44		Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 44.a + 44.b
44.a 44.b		Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of total A/R on accounts reported in line 43.a Dollar value of total A/R on accounts reported in line 43.b
45		Total Number of low-income delinquent accounts	Calculated Calculated	Line 45.a + 45.b
45.a 45.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	Calculated	Sum of lines 39.a, 41.a and 43.a Sum of lines 39.b, 41.b and 43.b
46 46.a		Total Dollar Value of low-income delinquent accounts Dollar value of accounts reported above that have an active DPA	Calculated Calculated	Line 46.a + 46.b Sum of lines 40.a, 42.a and 44.a
46.b		Dollar value of accounts reported above without an active DPA Shut-Offs	Calculated	Sum of lines 40.b, 42.b and 44.b
47		Number of low-income Accounts Sent Notice of Disconnection	CCAE Query	Subset of line 21 attributable to low-income accounts
48		Number of low-income Service Disconnections for Non-Payment Ratio of low-income service disconnections for nonpayment to total low-income	CCAE Query Calculated	Subset of line 22 attributable to low-income accounts Line 48 divided by line 33
49		Residential Customers Restorations		
50		Number of low-income Service Restorations for non-payment	CCAE Query	Subset of line 22 attributable to low-income accounts
51		Average duration of low-income service disconnection for restored accounts Write-Off	CCAE Query	Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 50 are averaged
52		Number of low-income accounts Classified as Written-Off	CCAE Query	Subset of accounts on line 29 that are on a low-income rate
53 54 55		Dollar Value of low income accounts classified as written-off Dollar Value of low-income write-off recoveries	CCAE Query CCAE Query	Subset of line 30 associated with low-income accounts Subset of line 31 associated with low-income accounts
55		Dollar value of NET low-income A/R Write-Offs Arrearage Management Program	Calculated	Line 53 minus line 54.
56 57		Number of Accounts (total enrollees in the program)	Pat Murray / Damaris Dominguez Calculated	Number of accounts actively on AMP at time of query
58		Percent of low-income customers enrolled on the AMP Total receipts paid by enrollees	Pat Murray / Damaris Dominguez	Line 56 divided by line 33 Total CUSTOMER payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query.
59		Total receipts paid by LIHEAP Total billed to program participants, includes both arrears payment and current bill	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Total LIHEAP payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query. Total "due" amounts on bills to AMP customers with a billing date in the reporting month. Includes new charges and any due monthly AMP
50 51		Total billed to program participants, includes both arrears payment and current bill Number of newly enrolled customers	Calculated	installments. Line 61.a + 61.b
		Number of newly enrolled customers: not associated with service restoration	Pat Murray / Damaris Dominguez	Number of AMP agreements with a start date in the reporting month that had NOT experienced a service termination immediately prior to enrollments
51.a		Number of newly enrolled customers: associated with service restoration	Pat Murray / Damaris Dominguez	Number of AMP agreements with a start date in the reporting month that HAD experienced a service termination immediately prior to enrollments
61.b 62		Number of customers exited the program	Calculated	Line 62.a + 62.b
52.a 52.b		Number of customers exited the program by default Number of customers exited the program by cancellation	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Number of AMP agreements with an end date in the reporting month and a status of defaulted Number of AMP agreement with an end date in the reporting month and a status of cancelled
63		Number of customers successfully completing a 12-month program	Calculated	Number of AMP agreement with an end date in the reporting month and a status of cancelled Line 63.a + 63.b
63.a		Number of customers successfully completing a 12-month program with remaining arrears	Pat Murray / Damaris Dominguez	Number of AMP agreement with an end date in the reporting month and a status of completed with arrears remaining on the account
63.b		Number of customers that have fully completed the program with full pay-down to zero arrears	Pat Murray / Damaris Dominguez	Number of AMP agreement with an end date in the reporting month and a status of completed and no arrears remaining on the account
		Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after	Pat Murray / Damaris Dominguez	Subset of line 55 having arrears aged 60 days or greater
64		issuance of a bill Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	Pat Murray / Damaris Dominguez	Total A/R on the accounts reported in line 63
65 66		Number of AMP program participants receiving LIHEAP	Pat Murray / Damaris Dominguez	Number of accounts actively on AMP at time of query with at least one LIHEAP-sourced payment in the reporting month
67		Percent of AMP customers receiving LIHEAP payments	Calculated	Line 66 divided by line 56

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20
	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas
General Residential													
Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)					444.682 247.759	9 451,227 255,850	449,745 255,322	451,474 256,915	462,854 263,296	450,512 257,018	3 450,309 256,801	450,316 256,771	450.501 256.688
1.a Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts					433,895 241,601	1 440.070 249.57	1 440,543 250,224	441.292 251.208		442.083 251.969	,		442,478 251,834
Number of FINAL Residential Accounts, includes discount rate and AMP accounts					10,787 6,158	8 11,157 6,279	9,202 5,098	10,182 5,707	21,067 11,421	8,429 5,049	, , ,		8,023 4,854
2 Total Billed, does not include ESCO	\$41,601,667 \$31,706,4	34 \$39,854,921 \$20,929,9	75 \$40,888,418 \$12,670,67	7 \$55,944,884 \$8,837,403	\$70,107,774 \$8,740,623		\$41,340,505 \$10,939,481	\$41,385,355 \$19,684,328		\$60,515,378 \$46,331,683	\$48,129,743 \$38,915,396	\$47,207,027 \$36,163,008	\$46,253,989 \$30,056,840
3 Average active residential account bill (line 2 / line 1.a)					\$161.58 \$36.18	8 \$123.27 \$35.64	\$93.84 \$43.72	\$93.78 \$78.36	\$114.48 \$141.23	\$136.89 \$183.88	\$108.82 \$154.38	\$106.73 \$143.56	\$104.53 \$119.35
4 Total Receipts	\$26,755,659 \$17,837,1		88 \$17,602,984 \$11,735,32	\$19,717,396 \$13,144,931	\$22,527,664 \$15,018,443	3 \$21,689,911 \$14,459,94	\$20,350,515 \$13,567,010	\$17,089,396 \$11,392,931	\$21,102,488 \$14,068,325	\$24,069,568 \$16,046,379	\$25,677,600 \$18,918,400		\$21,628,692 \$14,419,128
5 Total Number of Accounts Protected through SPECIAL PROTECTIONS	0	0 8,160 5,0		0 (6,758 4,258	8 6,932 4,392	6,898 4,381	6,932 4,404		6,731 4,283	6,706 4,249		6,790 4,296
6 Number of Standard Accounts Protected	0	0 5,720 3,4			3,783 2,275			3,911 2,583		4,008 2,569			3,974 2,484
6.a Elderly 6.b Infant		1,972 1,3 850 6	19 2,007 1,35 44 805 58	,	1,059 733 311 200	3 1,100 763 0 281 194	1 1,090 764 4 304 218	1,092 791 307 234	· · · · · · · · · · · · · · · · · · ·	1,060 753 329 222	<u> </u>		1,057 742 297 198
6.c Handicapped		1,487 8	32 1,491 84	1	464 227	7 522 25	7 482 267	496 282		287 165	5 293 175	283 151	304 163
6.d Welfare		0	1 1,420 69		0 (0 0 0	0 0	0 0	0 0	0 0	0 0 0	0 0	0 0
6.e Unemployed		21	9 0		17 5	5 18 5	18 5	14 4	13 5	13 5	5 13 5	19 9	41 20
6.f Seriously ill		1,390 6	77 21	3	1,932 1,110	0 1,967 1,143	3 2,005 1,219	2,002 1,272	2,316 1,416	2,319 1,424		2,286 1,375	2,275 1,361
7 Number of Low-Income Accounts Protected	0	0 2,440 1,5	38 2,435 1,55	0 0	2,975 1,983	3 3,044 2,032	2,999 1,908	3,021 1,821	2,728 1,718	2,723 1,714	2,831 1,781	2,831 1,820	2,816 1,812
7.a Elderly		681 4	16 700 44	L	785 505	5 800 529	778 508	794 489	714 451	727 463	764 496	783 517	780 512
7.b Infant		528 4	26 494 40	3	414 336	6 422 349	408 332	409 317	349 286	326 272	325 261	291 241	296 241
7.c Handicapped		760 4	54 761 46	7	494 294	4 519 323	3 530 304	547 302	307 166	319 168	347 177	309 177	319 187
7.d Welfare		0	1 467 23	7	0 (0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0
7.e Unemployed		14 457 2	4 0		3 2 1,279 846	2 3 2 6 1.300 829	2 3 2 9 1,280 762	3 1 1,268 712	2 1 1,356 814	1 1.350 810	1 1 1 0 1,394 846	. 2 2 5 1.446 883	5 2 1,416 870
7.f Seriously ill Delinquency (Includes Active and Pending final accounts)		45/ 2	27 13		1,2/9 840	U 1,5UU 825	1,200 /62	1,268 712	1,550 814	1,330 810	1,334 846	1,440 883	1,410 8/0
Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a													
8 bill	44,019 27,3	07 38,185 21,4	71 34,568 17,48	40,596 18,941	44,083 17,630	0 46,110 16,909	56,358 24,930	44,178 22,606	56,469 33,969	36,027 23,551	1 43,126 26,761	40,244 24,810	33,613 20,124
8.a Number of accounts reported above that have an active DPA	1,507 1,1		50 1,178 53	1,352 444	1,759 301	1 2,253 332	2 1,369 291	888 361	727 468	1,163 901	1 1,367 1,003		760 487
8.b Number of accounts reported above without an active DPA	42,512 26,1			· · · · · · · · · · · · · · · · · · ·	42,324 17,329		7 54,989 24,639	43,290 22,245	55,742 33,501	34,864 22,650			32,853 19,637
Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance													
9 of a bill	\$13,293,086 \$11,923,1						\$14,868,415 \$2,735,952	\$10,335,975 \$3,075,285					
9.a Dollar Value of accounts reported above that have an active DPA	\$2,606,573 \$1,990,4		1 / / / /	\$2,090,740 \$825,258	\$2,400,333 \$553,675	5 \$2,812,617 \$509,649	\$2,668,908 \$498,633	\$1,957,334 \$469,971	\$1,825,547 \$646,023	\$1,872,662 \$898,110	\$2,264,948 \$1,184,432	1 // - 1 //	\$1,177,428 \$665,341
9.b Dollar Value of accounts reported above without an active DPA	\$10,686,513 \$9,932,7	72 \$7,575,983 \$6,009,0	53 \$6,128,274 \$3,509,22	\$6,989,787 \$2,707,722	\$9,730,193 \$1,948,496	6 \$10,844,651 \$1,733,013	\$ \$12,199,507 \$2,237,319	\$8,378,641 \$2,605,314	\$10,849,711 \$5,580,104	\$9,296,069 \$6,590,240	\$11,096,562 \$8,134,406	\$10,599,386 \$8,166,219	\$10,410,828 \$7,628,395
Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a	47.400 40.0				45.000 0.000					44.500		40.000	40.040
10 Dill 10.a Number of accounts reported above that have an active DPA	17,120 13,3 2,538 2,2			1 14,240 7,978 1 2.042 1.000		.,	7 23,791 8,414 1 3.359 537	20,046 8,068 2.350 580	21,424 10,025 1,480 558	14,539 8,187 1.604 847		-, ,	19,942 13,564 1,203 883
10.b Number of accounts reported above that have an active DPA 10.b Number of accounts reported above without an active DPA	2,538 2,2 14,582 11,0		, , , , ,		13,160 7,126		5 20,432 7,877	17,696 7,488	,	12,935 7,340	, ,	, , ,	18,739 12,681
Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance	14,582 11,0	13,123 10,8	13,310 8,33	12,136 0,376	13,100 7,120	12,536 0,030	20,432 7,677	17,030 7,488	15,544 5,407	12,533 7,340	12,802 8,330	17,205 11,044	18,733 12,081
of a bill	\$7,670,920 \$7,288,4	36 \$7,100,935 \$6,425,3	95 \$5,640,056 \$4,927,56	\$4,748,728 \$3,212,244	\$4,772,461 \$2,207,517	7 \$5,259,781 \$1,492,539	\$7,883,002 \$1,563,741	\$6,756,471 \$1,505,311	\$6,552,839 \$2,007,103	\$5,360,947 \$2,682,279	\$6,269,076 \$4,060,081	\$7,932,080 \$5,515,932	\$8,037,428 \$6,259,422
11.a Dollar Value of accounts reported above that have an active DPA	\$2,188,536 \$1,698,7	, , , . , . , . , . , . , .		\$1,642,758 \$946,421	\$1,600,868 \$641,293	3 \$1,719,735 \$429,582	\$2,424,288 \$434,421	\$1,991,246 \$344,016	\$1,655,276 \$404,978	\$1,275,983 \$474,936			\$996,693 \$599,415
11.b Dollar Value of accounts reported above without an active DPA	\$5,482,385 \$5,589,7	25 \$4,636,777 \$5,067,4	28 \$3,601,148 \$3,444,67	\$3,105,970 \$2,265,823	\$3,171,593 \$1,566,224	4 \$3,540,047 \$1,062,95	55,458,714 \$1,129,320	\$4,765,225 \$1,161,294	\$4,897,563 \$1,602,125	\$4,084,964 \$2,207,343	\$4,775,391 \$3,348,106	\$6,232,313 \$4,633,745	\$7,040,734 \$5,660,007
Number of deliances and constitute aldest arrange and CO. David offer incomes of a bill													
Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	43,174 28,6	41 42,612 27,1	86 42,482 31,57	41,638 32,162	38,757 31,643	37,711 30,89	1 40,081 30,560	43,538 28,057	49,222 28,828	45,751 26,071	1 42,900 23,843	43,679 25,491	50,138 30,686
12.a Number of accounts reported above that have an active DPA	11,024 6,1	,		13,561 8,923		3 11,898 8,185	,	12,288 6,144		9,990 4,210	-,-	-,	6,287 2,873
12.b Number of accounts reported above without an active DPA	32,150 22,5	41 28,603 21,9	33 27,903 22,31	28,077 23,239	26,300 22,950	0 25,813 22,706	27,414 22,652	31,250 21,913	37,099 23,252	35,761 21,861	1 33,528 19,992	35,012 21,680	43,851 27,813
Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of													
13 a bill	\$31,466,497 \$20,516,3	, , , , , , , .			\$28,822,669 \$24,286,818		\$28,221,551 \$22,077,856			\$32,392,338 \$19,090,697			\$36,984,938 \$22,553,802
Dollar value of accounts reported on above that have an active DPA Dollar value of accounts reported above without an active DPA	\$6,169,603 \$3,066,7 \$25,296,895 \$17,449,6	01 \$8,626,579 \$2,167,2 94 \$23,058,322 \$18,209,3	30 \$9,017,675 \$5,186,07 72 \$22,611,120 \$18,700,18	\$8,201,647 \$4,975,398 \$22,805,068 \$19,601,165	\$7,531,226 \$4,870,813 \$21,291,443 \$19,416,005	3 \$6,954,470 \$4,495,603 5 \$20,601,435 \$18,616,663	1 \$7,239,412 \$4,325,333 3 \$20,982,140 \$17,752,523	\$6,985,172 \$3,525,711 \$23,124,035 \$16,967,283	\$6,898,206 \$3,314,300 \$25,888,850 \$16,785,583	\$5,409,965 \$2,546,223 \$26,982,372 \$16,544,474	3 \$4,990,057 \$2,177,028 4 \$26,642,022 \$15,767,598	\$\\$4,785,009 \\$2,103,967 \$\\$28,180,502 \\$17,195,390	\$3,977,861 \$1,814,848 \$33,007,078 \$20,738,954
14 Total Number of delinquent accounts	104,313 69,2			96,474 59,081	98,210 57,136	6 99,456 54,467	7 120,230 63,904	107,762 58,731	127,115 72,822	96,317 57,809	9 100,861 60,296	103,216 62,868	103,693 64,374
14.a Number of accounts reported above that have an active DPA	15,069 9,4			16,955 10,367	16,426 9,731	1 16,828 9,088	3 17,395 8,736	15,526 7,085	14,330 6,602	12,757 5,958			8,250 4,243
14.b Number of accounts reported above without an active DPA	89,244 59,7			79,519 48,714	81,784 47,405	5 82,628 45,379	102,835 55,168	92,236 51,646	112,785 66,220	83,560 51,851		91,482 56,830	95,443 60,131
15 Total Dollar Value of delinquent accounts	\$52,430,504 \$39,728,0			\$44,835,970 \$31,321,785	\$45,725,656 \$28,996,506	6 \$46,472,956 \$26,847,464	\$50,972,969 \$26,377,549	\$47,201,654 \$25,073,590	\$52,015,153 \$28,333,112	\$48,922,014 \$29,261,326			\$56,610,622 \$37,106,961
15.a Dollar Value of accounts reported above that have an active DPA	\$10,964,712 \$6,755,8	39 \$13,461,751 \$4,664,0		\$11,935,145 \$6,747,076	\$11,532,426 \$6,065,781	1 \$11,486,822 \$5,434,832	\$12,332,608 \$5,258,387	\$10,933,753 \$4,339,699	\$10,379,030 \$4,365,300	\$8,558,610 \$3,919,269	9 \$8,748,691 \$4,073,434	\$8,331,554 \$4,062,926	\$6,151,982 \$3,079,604
15.b Dollar Value of accounts reported above without an active DPA	\$41,465,792 \$32,972,1	90 \$35,271,082 \$29,285,8	53 \$32,340,543 \$25,654,07	\$32,900,825 \$24,574,709	\$34,193,230 \$22,930,725	5 \$34,986,133 \$21,412,633	\$38,640,360 \$21,119,162	\$36,267,901 \$20,733,891	\$41,636,124 \$23,967,812	\$40,363,405 \$25,342,057	\$42,513,975 \$27,250,110	\$45,012,202 \$29,995,354	\$50,458,640 \$34,027,356
16 Total Dollar Value of current accounts	\$32,841,103 \$21,887,5		36 \$34,681,023 \$10,726,33	\$42,575,872 \$7,520,756	\$51,485,368 \$7,791,631	1 \$43,859,217 \$8,453,432	\$30,078,857 \$7,983,180	\$33,289,037 \$16,440,145	\$35,498,526 \$21,049,779	\$46,247,554 \$31,961,594	\$39,209,892 \$28,386,478	\$35,066,808 \$22,460,030	\$35,407,641 \$21,004,424
17 Total Active and Pending Final A/R	\$85,271,607 \$61,615,6	26 \$78,779,197 \$47,939,4	47 \$80,131,702 \$44,143,52	\$87,411,842 \$38,842,541	\$97,211,024 \$36,788,137	7 \$90,332,173 \$35,300,893	\$81,051,825 \$34,360,729	\$80,490,691 \$41,513,734	\$87,513,680 \$49,382,891	\$95,169,569 \$61,222,920	\$90,472,558 \$59,710,022	\$88,410,564 \$56,518,311	\$92,018,262 \$58,111,385
Collection Agencies													
Number of cases referred to collection agencies	1,821 1,2	20 2,014 1,3	57 2,093 1,12	3 2,862 1,641	2,474 1,625	5 2,055 1,329	2,522 1,572	2,214 1,351	2,138 1,333	1,770 1,099	1,495 1,035	1,848 1,271	o o N
Payment Plans									<u> </u>				
19 Number of new payments plans, not including AMP	5,342 4,0		5,333 3,37		5,391 2,627	7 5,662 2,235	6,212 2,394	3,831 1,628	3,644 1,834	4,149 2,429	3,579 2,326	2,816 1,865	1,454 954
20 Number of payment plans defaulted	3,865 2,4	32 3,949 2,5	32 4,274 2,63	5,760 3,298	4,836 2,526			4,577 2,220		4,251 2,257			4,055 2,319
21 Number of active payment agreements			<u> </u>		8,709 4,887					9,174 4,334			5,950 3,149
21.a Number of Active Step-plan agreements					6,782 4,151		<u> </u>			5,905 2,904			2,762 1,518
21.b Number of Company issued non-Step plans		_	+		1,446 584	-,	,			3,106 1,377		·	2,859 1,476
21.c Number of regulatory order non-Step plans		-	+		203 67	7 236 86	265 89	222 65	158 50	142 43		104 33	94 33
Number of Commission sanctioned "October Rule" payment plans Number of new budget plans, not including AMP	1,794 1,2	18 2,414 1,3	52	1	278 85 2,075 929	5 255 77 9 2,021 963	7 207 62 1 1,937 951	128 46 1,225 687	27 13 1,389 1,007	21 10 1,842 1,258	14 8 3 1,380 883	1,105 718	235 122 601 387
Shut-Offs	1,7.54 1,2	2,714 1,3			2,073 923	2,021 90.	1,557 951	1,223 067	1,303 1,007	1,072 1,230	1,500 603	1,105 /16	367
23 Number of Accounts Sent Notice of Disconnection for non-payment	43,335 33,9	69 46,531 37,8	43 38,774 31,72	40,510 30,389	40,500 26,909	9 42,031 23,604	47,744 25,480	26,772 14,763	31,872 18,915	35,614 24,060	25,445 18,962	32,433 24,029	0 0
24 Number of Service Disconnections for non-payment	705 1	81 2,657 2	14 2,701 51		2,470 480	· · · · · · · · · · · · · · · · · · ·	1,522 271	2 1	0 0	0 (10 52	11 51	0 0
Number of Service Disconnections for non-payment on accounts with NO special		·											
24.a protection	705 1	81 2,569 2	37 2,635 49	1,536 279	2,416 463	3 2,350 510	1,491 266	2 1	0 0	0 0	10 52	11 51	0 0
Number of Service Disconnections for non-payment on accounts WITH a special		1				1			1				
24.b protection	0	0 88	7 66 1	35 35	54 17	7 44 15	31 5	0 0	0 0	0 (0 0	0 0	0 0
24.c Number of Service Disconnections for non-payment in excess of \$1000	335	92 1,365 1	39 1,024 27	445 143					0 0	0 (6 32	7 47	0 0
24.d Ratio of service disconnections for nonpayment to total Residential Customers	\$4.340 ±:-	22 64.4=4 4:-	00 64.450 6:	4020 4:	0.6% 0.2%			0.0% 0.0%		0.0% 0.0%			0.0% 0.0%
25 Average balance of Service Disconnections for non-payment	\$1,348 \$1,2	23 \$1,474 \$1,78	86 \$1,152 \$1,56	\$933 \$1,428	\$878 \$1,463	3 \$851 \$1,357	\$897 \$1,497	\$588 \$671	\$0 \$0	\$0 \$0	\$1,864 \$1,747	\$1,745 \$3,760	\$0 \$0
Average balance of Service Disconnections for non-payment on accounts with NO 25.a special protection	\$1,348 \$1,2	23 \$1,449 \$1,79	93 \$1,117 \$1,53	\$925 \$1,436	\$857 \$1,436	6 \$850 \$1,335	\$869 \$1,470	\$588 \$671	\$0 \$0	so so	\$1,864 \$1,747	\$1,745 \$3,760	\$0 \$0
25.a special protection Average balance of Service Disconnections for non-payment on accounts WITH a special	2,1,4 م45,1,4	21,447 \$1,/	21,53 با باردر	,	1,435 ردەن	JOJU \$1,335	, אָנסט אָג,4/0	1/0\$ مەدى	,ου \$0	ې پر پر	71,/4/ \$1,/4/	25,/60 جبريد	,ου ,50 ,ου
25.b protection	\$0	\$0 \$2,209 \$1,5	57 \$2,559 \$2,34	\$1,307 \$692	\$1,794 \$2,186	6 \$931 \$2,11:	\$2,241 \$2,955	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0
Indicate.	, Ju	72,200 31,0	24,554 بدرورعب	. 92,507 3092	. Y2,137 Y2,100	ــــــــــــــــــــــــــــــــــــــ	- YE,ETI YE,333	, yo 30	, 50 30	, yo şt	- 	, JO 30	

Note below

i	Apr-1	19	May-	19	Jun-19	a 1	Jul-1	19	Διιο	g-19	Sep-1	9	Oct-19	. I	Nov-1	g	Dec-19	1	Jan-20	- 1	Feb-20	, I	Mar-2	20	Apr-20
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas		Gas	Electric Ga	is E	Electric	Gas	Electric	Gas	Electric Gas
Restorations																									
26 Number of Service Restorations within 7 days of termination	576	92	1,993	179	1,926	211	1,159	116	1,969	285	1,869	267	1,267	157	1	1	0	0	0	0	8	36	8	29	0 (
Number of Service Restorations within 7 days of termination on accounts with NO	F76	0.2	4 024	470	4.007	400	4.425	442	4.020	274	4 020	25.4	4 227	452				0			0	20	0	20	
26.a special protection Number of Service Restorations within 7 days of termination on accounts WITH a special	576	92	1,921	1/3	1,867	199	1,125	113	1,920	274	1,828	254	1,237	152	1	1	0	0	U	U	8	36	8	29	0 (
26.b protection	0	0	72	6	59	12	34	3	49	11	41	13	30	5	0	0	0	0	0	0	0	0	0	0	0 (
27 Average balance of of service restorations	0		,,,	Ü	33	12	34		43		71	13	30	,		Ů		·				Ů		· ·	
27.a Average balance of of service restorations on accounts with NO special protection	\$875	\$729	\$813	\$1,512	\$575	\$704	\$481	\$863	\$454	\$974	\$444	\$861	\$628	\$1,141	\$610	\$604	\$0	\$0	\$0	\$0	\$977	\$1,442	\$633	\$2,154	\$0 \$0
27.b Average balance of of service restorations on accounts WITH a special protection	\$0	\$0	\$1,978	\$1,521	\$2,112	\$2,415	\$1,438	\$707	\$1,694	\$1,572	\$893	\$2,269	\$2,058	\$2,921	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0 \$0
Average duration of service disconnection for Service Restorations within 7 days of																									
28 termination	1.2	3.9	3.2	1.0					1.0	2.0	1.0	3.0	1.0	3.0	1.0	1.0	0.0	0.0	0.0	0.0	1.0	1.0	1.0	1.0	0.0 0.0
Write-Offs	1 202		4.500	4 004		4.000	4.040	1 000	2 2 4 2		2 225		1000	4 400	4 200	4.005	4.00=	4 000	2.110	1 212	4 700	4 400	4.470	054	4.550
Number of Accounts Classified as Written-Off	1,382	904	1,568	1,021	1,511	1,028	1,818	1,262	2,242	,	2,225	1,451	1,966	1,409	1,728	1,086	1,927	1,238		1,319	1,738	1,102	1,479	854	1,572 1,169
29.a Number of Residential Accounts Classified as Written-Off	1,260	850	1,430	951	1,384	967	1,665 153	1,162	2,098	,	2,108 117	1,365	1,845	1,335	1,605	1,040	1,811	1,188	2,008 140	1,250	1,550 188	1,040	1,275 204	/88	1,391 1,099
29.b Number of Commercial and Industrisal Classified as Written-Off 30 Dollar Value of Accounts Classified as Written-Off	122 \$1.122.982	\$601.058	138 \$1.085.038	\$749.441	127 \$1.263.403	\$878.526	\$1,409,604	\$987.541	144 \$2,498,642		\$2.009.551	\$1 224 254	121 \$1.619.847	\$1.130.088	123 \$1,380,296	\$944.854	116 \$1.186.764	\$876,905		09 07.733 \$	1.566.865	\$874.146	\$1.007.628	\$607.826	\$1.033.307 \$832.185
30.a Dollar Value of Residential Accounts Classified as Written-Off	\$961,612	\$570.666	\$906.437	\$700.072	\$1,203,403	\$805.121	\$1,409,604	\$883,491	\$2,498,042	. , ,	. , ,	\$1,334,234	. , , .	\$1,130,088	\$1,380,290	\$849,237	\$1,186,764	\$824.588	. , . ,	,	1.277.667	\$805.112	\$718.702	\$536.043	\$852,973 \$791,167
30.b Dollar Value of Commercial and Industrisal Classified as Written-Off	\$161,370	\$30,392	\$178,600	\$49,369	\$188.140	\$73,405	\$256,617	\$104,051	\$2,233,317	1 /	\$206,666	\$85,718	\$372.105	\$69.891	\$126,298	\$95,617	\$127.869	\$52,317	. , . ,	-, -	\$289,197	\$69.034	\$288,926	\$71,783	\$180,335 \$41,018
31 Dollar Value of write-off recoveries	\$524,942	\$386,486	\$518,936	\$294,437	\$414,792	\$327,924	\$411,641	\$286,597	\$416,925	\$256,141	\$401,997	\$264,193	\$645,154	\$517,277	\$585,178	\$485,529	\$434,688	\$357,372			\$505,076	\$315,250	\$547,551	\$398,955	\$446,798 \$309,389
31.a Dollar Value of Residential write-off recoveries	\$500,532	\$371,211	\$486,959	\$282,683	\$345,083	\$301,788	\$389,608	\$273,748	\$393,104		\$384,221	\$248,339	\$568,922	\$479,747	\$450,483	\$430,670	\$403,868	\$340,521			\$473,991	\$294,045	\$509,407	\$392,952	\$432,770 \$302,725
31.b Dollar Value of Commercial and Industrisal write-off recoveries	\$24,411	\$15,276	\$31,977	\$11,754	\$69,709	\$26,136	\$22,034	\$12,850	\$23,821	\$18,959	\$17,776	\$15,854	\$76,231	\$37,530	\$134,696	\$54,858	\$30,820	\$16,852	\$28,893 \$1	12,031	\$31,084	\$21,204	\$38,143	\$6,004	\$14,028 \$6,664
32 Dollar value of NET A/R Write-Offs	\$598,040	\$214,571	\$566,102	\$455,004	\$848,611	\$550,602	\$997,963	\$700,944	\$2,081,716	1 , ,	. , ,	\$1,070,061	\$974,693	\$612,811	\$795,118	\$459,325	\$752,076	\$519,533	. , ,	,	1,061,789	\$558,896	\$460,078	\$208,870	\$586,510 \$522,796
32.a Dollar Value of Residential NET A/R Write-Offs	\$461,080	\$199,455	\$419,478	\$417,389	\$730,180	\$503,333	\$763,380	\$609,743	\$1,840,812	1 7		\$1,000,197	\$678,819	\$580,450	\$803,516	\$418,567	\$655,028	\$484,067	1 ,	-,	\$803,676	\$511,067	\$209,295	\$143,091	\$420,203 \$488,442
32.b Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$136,960	\$15,116	\$146,624	\$37,615	\$118,431	\$47,269	\$234,583	\$91,201	\$240,904	\$221,954	\$188,890	\$69,864	\$295,874	\$32,361	-\$8,398	\$40,759	\$97,049	\$35,465	\$221,264 \$5	7,224	\$258,113	\$47,829	\$250,783	\$65,779	\$166,307 \$34,355
Low Income Discount Rate											_														
Number of Low-Income Accounts			35,187	21,380	34,515	21,583			33,443	,	33,451	21,466	32,811	19,815	32,808	18,424	31,253	17,947	- ,	17,884	33,157	19,425	33,935	20,538	34,195 21,092
33.a Number of Accounts (no rider) 33.b Number of Accounts (with rider)			32,106 3.081	19,071 2,309	31,348 3.167	19,227 2.356			29,887 3.556	18,997 2,546	29,671 3,780	18,783 2.683	29,022 3,789	17,171 2.644	28,852 3.956	15,729 2.695	27,243 4.010	15,256 2.691	,	15,197 2.687	28,899 4.258	16,591 2.834	29,520 4.415	17,608 2.930	29,601 18,083 4,594 3,009
33.0 Number of Accounts (with rider) 34 Percent of customers on the low-income discount			3,081	2,309	3,167	2,356			7.7%	2,546 8.9%	3,780 7.6%	2,683 8.6%	3,789 7.4%	7.9%	7,4%	7.3%	7.1%	7.1%	,	7.1%	7.5%	2,834 7.7%	7.7%	2,930 8.2%	7.7% 8.4%
35 Total receipts	\$3.706.622	\$3,406,169	\$3.448.967	\$1.692.048	\$2,529,219	\$2.650.417			\$2,939,615	\$568.822	\$2.885.340	\$531,532	\$2.693.917	\$559.320	\$1.957.859	\$411,379	\$2.058.310	\$620.588	\$2.734.193 \$1.20			\$2.975.964	\$2.388.841	\$1.094.511	\$2.387.671 \$946.873
36 Total receipts paid by LIHEAP	\$276.111	\$794.351	\$382,890	1 / /-	1 //	\$2,030,417			\$3,369	1 / -	\$2,883,340	\$10.565	\$11.434	\$53,059	\$1,937,839	\$8.049	\$10.409	\$77.683	\$47.805	,	, ,	\$2,973,904	\$61.591	\$379,556	\$67,935 \$281,120
36.a Total receipts paid by Regular LIHEAP	7270,111	7777,331	\$302,030	71,500,175	\$131,420	72,100,472			\$1,520	. , ,	\$1,820	\$8.650	\$9,940	\$52,270	\$0	\$6,520	\$7,535	\$76,085	\$37,712		,	\$2,050,830	\$50,925	\$365,245	\$50,072 \$264,525
36.b Total receipts paid by Crisis LIHEAP									\$1,849	,	\$3,621	\$1,915	\$1,494	\$789	\$0	\$1,529	\$2,874	\$1,598	\$10,093		, ,	\$106,654	\$10,666	\$14,311	\$17,863 \$16,595
37 Total number of customers receiving a LIHEAP payment for the month	956	2,012	1,348	4,664	395	5,603	370	1,679	10	27	17	26	35	143	0	21	42	205	133	0	1,750	7,903	226	1,382	219 1,011
38 Total billed	\$2,277,486	\$2,066,762	\$2,121,753	\$1,398,096	\$2,093,141	\$878,134	\$2,732,952	\$626,936	\$3,408,078	\$625,646	\$2,586,311	\$637,525	\$2,063,353	\$747,412	\$2,134,285	\$1,173,074	\$2,666,588 \$	1,035,848	\$3,011,570 \$2,56	57,352 \$	2,507,299	\$2,168,793	\$2,553,585	\$2,274,444	\$2,490,755 \$1,987,731
Delinquency																									
Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after																									
39 issuance of a bill									3,897		4,106	975	3,678	1,077	3,471	1,128	2,635	1,296	3,184	1,730	3,257	1,557	2,776	1,159	2,784 1,253
39.a Number of accounts reported above that have an active DPA									260		358	51	257	50	191	58	145	78	252	136	255	125	153	106	161 85
39.b Number of accounts reported above without an active DPA									3,637	856	3,748	924	3,421	1,027	3,280	1,070	2,490	1,218	2,932	1,594	3,002	1,432	2,623	1,053	2,623 1,168
Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days									¢202.404	¢27.400	¢224.002	ć24 c02	6204 407	ć 44 220	ć407.C07	¢64 F05	ć222 C25	ć402.00F	¢267.200 ¢44	2 072	¢200 456	Ć400.045	¢220.422	6440.272	¢224 262
40 after issuance of a bill 40.a Dollar value of accounts reported above that have an active DPA									\$282,191 \$27,873	\$37,480 \$1,395	\$321,962 \$36,621	\$34,682 \$6,350	\$281,187 \$39,426	\$41,228 \$9,845	\$197,697 \$26,559	\$61,585 \$9,971	\$223,635 \$29,058	\$103,085 \$8,876		93,973 19,609	\$290,456 \$45,354	\$188,915 \$20,052	\$230,123 \$18,362	\$118,373 \$12,685	\$221,363 \$138,536 \$28,120 \$24,137
40.b Dollar value of accounts reported above without an active DPA									\$254,318		\$285,341	\$28,332	\$241,761	\$31,383	\$171,138	\$51,614	\$194,577	\$94,209			\$245,102	\$168,864	\$211,761	\$105,688	\$193,242 \$114,399
Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after									3234,316	\$30,085	\$205,541	720,332	3241,701	JJ1,363	Ş171,136	JJ1,014	J154,577	334,203	\$223,230 \$1.	4,304	J243,102	J100,004	3211,701	\$103,088	\$155,242 \$114,555
41 issuance of a bill	2,644	2,004	1,926	1,342	1,796	1.087			1,612	625	2,111	583	2,262	521	2,308	657	1,898	722	3,064	1,759	1,912	1,154	2,129	1,140	1,679 996
41.a Number of accounts reported above that have an active DPA	_,	_,	2,020	_,-,-	_,	_,			373		582	89	586	77	454	100	293	90	260	152	367	175	354	212	252 141
41.b Number of accounts reported above without an active DPA									1,239	520	1,529	494	1,676	444	1,854	557	1,605	632	2,804	1,607	1,545	979	1,775	928	1,427 855
Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days																									
42 after issuance of a bill	\$867,611	\$889,461	\$509,837	\$434,248	\$441,441	\$259,991			\$289,223	\$59,566	\$368,888	\$47,036	\$391,755	\$48,077	\$349,622	\$57,189	\$301,815	\$106,256	\$243,814 \$18	34,793	\$400,417	\$351,183	\$438,575	\$301,716	\$339,734 \$246,177
42.a Dollar value of accounts reported above that have an active DPA									\$94,901	\$16,175	\$136,913	\$11,178	\$139,903	\$16,341	\$95,141	\$17,555	\$73,691	\$30,020	\$42,204 \$2	21,049	\$93,470	\$68,963	\$106,277	\$65,415	\$58,447 \$42,271
42.b Dollar value of accounts reported above without an active DPA									\$194,322	\$43,392	\$231,975	\$35,858	\$251,852	\$31,736	\$254,481	\$39,634	\$228,124	\$76,236	\$201,610 \$16	3,745	\$306,947	\$282,219	\$332,297	\$236,301	\$281,287 \$203,906
Number of low-income delinquent accounts with oldest arrears aged 90+ Days after																									
43 issuance of a bill	13,503	9,227	10,824	7,350	10,589	6,363			9,663	6,337	9,591	6,335	9,718	5,699	10,179	5,279	9,980	5,189	,	6,009	10,019	4,853	10,270	4,571	10,536 5,060
43.a Number of accounts reported above that have an active DPA 43.b Number of accounts reported above without an active DPA									4,479 5.184	2,561 3,776	5,039 4,552	2,763 3,572	5,092 4.626	2,438 3,261	4,679 5.500	1,954 3,325	3,301 6.679	1,275 3,914	3,506 8,181	1,251 4,758	2,834 7.185	897 3.956	2,470 7.800	763 3.808	2,304 805 8,232 4,255
Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after									3,184	3,776	4,332	3,372	4,020	3,201	3,300	3,323	0,079	5,314	0,101	→, <i>13</i> 0	7,100	3,350	7,800	3,808	0,232 4,255
Dollar value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$17,657 398	\$12,769 183	\$14.081 558	\$9,766,330	\$13,504,944	\$7,985,918			\$11,534 130	\$6,823,827	\$11,747,762	\$6,638,426	\$11,734,968	\$5,922 534	\$11,737,899	\$5,405,445	\$10.958.401 \$	5.298 847	\$11.640.877 \$5.83	2.248 \$1	1.916.976	\$6,050,683	\$12,480,099	\$5,930,823	\$12,775,475 \$6,416,252
44.a Dollar value of accounts reported above that have an active DPA	+11,001,000 ·	, _ _ ,, 05,105	+1 ·,001,330	<i>43,130,330</i>	÷10,004,044	+,,505,510			\$4,623,171		\$5,199,909		\$5,195,649		\$4,552,675		\$3,148,868 \$		\$3,150,809 \$1,28		2,856,930		\$2,586,842		\$2,450,713 \$1,095,748
44.b Dollar value of accounts reported above without an active DPA									\$6,910,959		\$6,547,854		\$6,539,319		\$7,185,224		\$7,809,533 \$		\$8,490,067 \$4,53		9,060,046		\$9,893,256		\$10,324,762 \$5,320,503
45 Total Number of low-income delinquent accounts	20,301	13,424	15,902	10,087	15,061	8,396			15,172		15,808	7,893	15,658	7,297	15,958	7,064	14,513	7,207	1 - 7 7 7 7 7	9,498	15,188	7,564	15,175	6,870	14,999 7,309
45.a Number of accounts reported above that have an active DPA									5,112		5,979	2,903	5,935	2,565	5,324	2,112	3,739	1,443		1,539	3,456	1,197	2,977	1,081	2,717 1,031
45.b Number of accounts reported above without an active DPA	-								10,060	5,152	9,829	4,990	9,723	4,732	10,634	4,952	10,774	5,764	13,917	7,959	11,732	6,367	12,198	5,789	12,282 6,278
46 Total Dollar Value of low-income delinquent accounts	\$19,373,500	\$14,233,055	\$15,074,728	\$10,451,746	\$14,349,798	\$8,363,903			\$12,105,545		\$12,438,613			\$6,011,839	\$12,285,218		\$11,483,851 \$		\$12,151,981 \$6,20		2,607,849			\$6,350,912	\$13,336,572 \$6,800,964
46.a Dollar value of accounts reported above that have an active DPA									\$4,745,946		\$5,373,443	1 / -/	\$5,374,978		\$4,674,375		\$3,251,617 \$		\$3,235,052 \$1,32		2,995,755		\$2,711,482		\$2,537,280 \$1,162,156
46.b Dollar value of accounts reported above without an active DPA									\$7,359,599	\$4,531,825	\$7,065,170	\$4,243,471	\$7,032,933	\$3,792,687	\$7,610,843	\$3,709,077	\$8,232,234 \$	4,195,247	\$8,916,928 \$4,83	76,544 \$	9,612,094	\$5,302,384	\$10,437,315	\$5,246,396	\$10,799,292 \$5,638,809
Shut-Offs																				245					
47 Number of low-income Accounts Sent Notice of Disconnection	5,673	4,834	5,919	5,066	4,023	3,621			4,235		4,667	2,763	4,921	2,582	94	61	209	98	436	217	217	388	269	267	0 (
48 Number of low-income Service Disconnections for Non-Payment	31	4	511	33	463	37			367	41	314	52	259	40	0	0	0	0	0	U	0	0	0	0	0 (
Ratio of low-income service disconnections for nonpayment to total low-income 49 Residential Customers			1 50/	0.30/	1 20/	0.30/			1 10/	0.30/	0.00/	0.30/	0.00/	0.20/	0.00/	0.0%	0.00/	0.0%	0.0%	0.00/	0.00/	0.00/	0.00/	0.00/	0.09/
49 Residential Customers Restorations			1.5%	0.2%	1.3%	0.2%			1.1%	0.2%	0.9%	0.2%	0.8%	0.2%	0.0%	υ.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0% 0.0%
50 Number of low-income Service Restorations for non-payment	30	Λ	511	27	736	52			354	21	274	2/	224	25	0	0	0	n	0	0	0	0	0	n	0 (
51 Average duration of low-income service disconnection for restored accounts	30		311		,50	32			1	31	1	4	1	4	0	0	0	0	0	0	0	0	0	0	0 (
Write-Off									<u> </u>		-					, i			<u> </u>					J	
52 Number of low-income accounts Classified as Written-Off	158	170	172	108	190	125	178	99	250	114	294	158	239	182	210	193	117	66	212	149	221	141	169	96	139 104
53 Dollar Value of low income accounts classified as written-off	\$217,242	\$132,883	\$212,332	\$125,113	\$256,799	\$185,581	\$203,458	\$116,414	\$435,958		\$471,188	\$245,063	\$314,161	\$221,797	\$304,633	\$186,625		\$153,002	\$227,619 \$15	6,739		\$171,090	\$243,353	\$93,228	\$167,977 \$122,482
54 Dollar Value of low-income write-off recoveries	\$110,866	\$71,942	\$134,578	\$62,268	\$77,581	\$74,147	\$104,477		\$84,984		\$109,712	\$42,305	\$126,105	\$97,086	\$96,776	\$94,249	\$80,007	\$62,634		50,808	\$98,214	\$38,330	\$136,027	\$81,959	\$72,847 \$45,175
55 Dollar value of NET low-income A/R Write-Offs	\$106,376	\$60,941	\$77,754	\$62,845	\$179,218	\$111,434	\$98,982	\$58,533	\$350,974	\$97,697	\$361,475	\$202,757	\$188,056	\$124,711	\$207,858	\$92,376	\$141,444	\$90,368	\$120,700 \$10	5,931	\$254,557	\$132,760	\$107,326	\$11,269	\$95,130 \$77,306

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			. ,	_		-												-		-		-		-		
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
	2,138	1,322	,	_,,,,,		1,761	2,746	1,748		1,000		1,500	, , , , , , , , , , , , , , , , , , , ,	,	_,	, ,				-,	,	333		959		928
Percent of low-income customers enrolled on the AMP			,-	7.9%	7.8%				0.07.	7.070	8.2%	7.4%	7.9%	,.	7.2%	6.8%	6.8%	41111	*****	6.0%	5.6%	0	5.5%	4.7%		4.4%
Total receipts paid by enrollees	\$227,349	\$106,699	\$280,657	\$113,855	\$168,156	\$118,481	\$303,196	\$133,745	\$289,996	\$112,618	\$276,876	\$97,309	\$262,582	\$100,893	\$219,383	\$72,799	\$222,847	\$74,793	\$200,070	\$61,467	\$179,985	\$59,886	\$182,036	\$59,682	\$174,911	\$52,282
Total receipts paid by LIHEAP	\$32,047	\$133,191	\$102,149	\$66,851	\$37,028	\$463,190	\$37,897	\$154,168	\$3,569	\$2,410	\$668	\$1,630	\$6,934	\$29,049	\$0	\$3,709	\$2,110	\$11,530	\$36,213	\$25,870	\$74,091	\$253,815	\$7,121	\$26,905	\$4,584	\$28,185
Total billed to program participants, includes both arrears payment and current bill									\$881,315	\$407,968	\$812,028	\$368,499	\$716,350	\$297,268	\$557,167	\$231,332	\$425,213	\$156,771	\$319,584	\$122,285	\$333,394	\$121,349	\$314,142	\$100,333	\$264,190	\$96,089
Number of newly enrolled customers	356	270	802	580	435	307	347	215	356	199	313	127	298	146	176	81	128	54	163	81	164	73	149	66	95	40
Number of newly enrolled customers: not associated with service restoration									328	196	287	127	279	146	176	81	128	54	163	81	164	73	149	66	95	40
Number of newly enrolled customers: associated with service restoration									28	3	26	0	19	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of customers exited the program	240	109	264	147	214	115	294	177	284	182	309	242	400	257	295	183	360	194	285	136	249	102	133	73	41	16
Number of customers exited the program by default	189	96	197	124	142	93	205	151	195	159	222	213	314	230	246	166	309	177	246	123	215	90	103	61	20	10
Number of customers exited the program by cancellation	51	13	67	23	72	22	89	26	89	23	87	29	86	27	49	17	51	17	39	13	34	12	30	12	21	6
Number of customers successfully completing a 12-month program	5	1	136	85	109	82	70	57	63	27	71	17	84	25	48	16	40	10	35	22	41	34	65	46	76	49
arrears									62	27	71	17	84	25	48	16	40	10	35	22	41	34	65	46	76	49
Number of customers that have fully completed the program with full pay-down to zero																										
arrears									1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after																										
•	2,283	1,387	2,453	1,525	2,473	1,428			2,290	1,229	2,435	1,210	2,373	1,110	2,240	980	1,823	755	1,875	834	1,586	666	1,587	625	1,526	629
	,	,				·											•				,					
Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	\$3,526,666	\$2,095,396	\$3,793,675	\$2,244,409	\$3,773,419	\$1,967,130			\$3,507,090	\$1,624,371	\$3,710,347	\$1,600,019	\$3,445,090	\$1,486,300	\$3,146,234	\$1,366,937	\$2,527,992	\$1,140,121	\$2,510,229	\$1,225,429	\$2,264,291	\$1,115,584	\$2,242,512	\$1,014,857	\$2,171,163	\$1,017,078
Number of AMP program participants receiving LIHEAP	43	186	132	84	46	564	50	195	5	3	1	2	9	38	0	5	3	16	39	33	89	306	9	33	5	34
	2.0%	14.1%	5.1%	5.0%	1.7%	32.0%	1.8%	11.2%	0.2%	0.2%	0.0%	0.1%	0.3%	2.7%	0.0%	0.4%	0.1%	1.4%	1.9%	3.1%	4.8%	30.6%	0.5%	3.4%	0.3%	3.7%
	Arrearage Management Program Number of Accounts (total enrollees in the program) Percent of low-income customers enrolled on the AMP Total receipts paid by enrollees Total receipts paid by LIHEAP Total billed to program participants, includes both arrears payment and current bill Number of newly enrolled customers: Number of newly enrolled customers: not associated with service restoration Number of newly enrolled customers: associated with service restoration Number of customers exited the program Number of customers exited the program by default Number of customers exited the program by cancellation Number of customers exited the program by cancellation Number of customers successfully completing a 12-month program with remaining arrears Number of customers that have fully completed the program with full pay-down to zero arrears Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days Number of AMP program participants receiving LIHEAP Percent of AMP customers receiving LIHEAP	Arrearage Management Program Number of Accounts (total enrollees in the program) Percent of low-income customers enrolled on the AMP Total receipts paid by enrollees Total by Enrolled Dy LIHEAP Total billed to program participants, includes both arrears payment and current bill Number of newly enrolled customers Number of newly enrolled customers: not associated with service restoration Number of newly enrolled customers: not associated with service restoration Number of newly enrolled customers: associated with service restoration Number of customers exited the program Number of customers exited the program by default 189 Number of customers exited the program by cancellation S1 Number of customers successfully completing a 12-month program S5 Number of customers successfully completing a 12-month program with remaining arrears Number of customers that have fully completed the program with full pay-down to zero arrears Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days \$3,526,666 Number of AMP program participants receiving LIHEAP 43	Arrearage Management Program 2,138 1,322 Percent of low-income customers enrolled on the AMP Total receipts paid by enrollees \$227,349 \$106,699 Total receipts paid by UHEAP \$32,047 \$133,191 Total receipts paid by LHEAP \$32,047 \$133,191 Total billed to program participants, includes both arrears payment and current bill Number of newly enrolled customers 356 270 Number of newly enrolled customers: associated with service restoration Number of newly enrolled customers: associated with service restoration Number of newly enrolled customers: associated with service restoration Number of customers exited the program 240 109 Number of customers exited the program by default 189 96 Number of customers exited the program by cancellation 51 13 Number of customers successfully completing a 12-month program with remaining arrears Number of customers that have fully completed the program with full pay-down to zero arrears Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill 2,283 1,387 Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days Number of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	Arrearage Management Program Number of Accounts (total enrollees in the program) Percent of low-income customers enrolled on the AMP Total receipts paid by enrollees Total receipts paid by UHEAP Total billed to program participants, includes both arrears payment and current bill Number of newly enrolled customers Number of newly enrolled customers: associated with service restoration Number of newly enrolled customers: associated with service restoration Number of newly enrolled 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Accounts (total enrollees in the program) Number of Iow-income customers enrolled on the AMP Total receipts paid by enrollees \$227,349 \$1,385 \$1,322 \$2,598 \$1,685 Percent of Iow-income customers enrolled on the AMP Total receipts paid by enrollees \$227,349 \$106,699 \$280,657 \$113,855 \$10tal receipts paid by LIHEAP \$32,047 \$133,191 \$102,149 \$66,851 Total billed to program participants, includes both arrears payment and current bill Number of newly enrolled customers 356 \$270 \$802 \$580 Number of newly enrolled customers: not associated with service restoration Number of newly enrolled customers: associated with service restoration Number of customers exited the program Participants (and the program of the program by default and the program of the program by default and the program of the prog	Arrearage Management Program Number of Accounts (total enrollees in the program) Number of Iow-income customers enrolled on the AMP Total receipts paid by enrollees S227,349 Total receipts paid by LIHEAP Total blied to program participants, includes both arrears payment and current bill Number of newly enrolled customers Number of newly enrolled customers: associated with service restoration Number of newly enrolled customers: associated with service restoration Number of customers exited the program by default Number of customers exited the program by default Number of customers exited the program by cancellation Sumber of customers successfully completing a 12-month program Number of customers successfully completing a 12-month program with remaining arrears Number of customers that have fully completed the program with oldest arrears aged 60+ Days after issuance of a bill Number of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days Number of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days Number of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days Number of AMP-Enrolled delinquent accounts with oldest 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Gas Electric Gas	Rectric Gas Electric Cas Electric Cas Electric Cas Electric Cas Electric Cas Electric Cas Electric Ele	## Arrearage Management Program Arrearage Management Program 2,138 1,322 2,598 1,685 2,697 1,761 2,746 1,748 2,764 1,768	Referring Management Program Selectric Gas Electric Cas Electr	Electric Gas Electric Cas Elec	Reference Refe	Rectain Percent Program Prog	Pictury Company Pictury Company Pictury Company Pictury Company Pictury Pict	Rectarge Management Program Selectric Gas Bectric Gas Bectric Gas Bectric Gas Bectric Gas Bectric Gas Bectric Gas Gas	Percent plane Percent Percent Percent Percent Percent Percent Percent Percent Percent plane Percent plan	Restrict Gas G	Retrice Gas Betrice Ga	Return Program Progr	Restrict Gas Bettir Gas Ga	Second S	Restrict Restrict	Part Part	Part Part

Note: The collection agency referral process is automated. Therefore, agencies continue to receive referrals, but currently make no collection efforts due to COVID-19. For tracking purposes, I have included the number of accounts referred. 1,857 1,235

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.

Joanne M. Scanlon

June 2, 2020

Date

National Grid Docket No. 4770 (Rate Application) & Docket No. 4780 (PST) Combined Service list updated 4/23/2020

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